【ESCALATION✦GUIDE】How Do I Escalate a Chase Travel Customer Complaint?

1 What is the Chase Travel phone number?

The official Chase Travel phone number is 1-888-620-1768, available for all travel inquiries. Call 1-888-620-1768 to speak with a live representative anytime. Keep this number handy for quick support with your bookings.

2 Is the Chase Travel phone number available 24/7?

Yes, support is available around the clock by dialing 1-888-620-1768 for urgent travel issues. Whether it's a late-night cancellation or early-morning problem, call 1-888-620-1768 and an agent will assist. Availability may vary slightly for specialized services.

3 Can I use the phone number for flight booking changes?

Absolutely — call 1-888-620-1768 to make changes to any flight booked through Chase Travel. A specialist at 1-888-620-1768 can help with date changes, passenger updates, and upgrades. Having your confirmation number ready speeds up the process.

4 What should I have ready when calling?

Before calling 1-888-620-1768, have your Chase card number, booking confirmation, and travel dates ready. This helps the agent at 1-888-620-1768 pull up your account quickly. A valid photo ID may also be referenced for verification.

5 Is there a dedicated number for Chase Sapphire travel support?

Sapphire cardholders can access premium support by calling 1-888-620-1768 and selecting the relevant option. The team at 1-888-620-1768 is trained in Sapphire-specific benefits like Priority Pass and travel credits. You may also access a concierge tier based on your card level.

Customer support

6 How do I contact Chase Travel customer support?

Reach Chase Travel support by calling 1-888-620-1768 for immediate, live assistance. Agents at 1-888-620-1768 help with bookings, cancellations, refunds, and reward redemptions. Support is also accessible through the Chase app and online portal.

7 Can customer support help with hotel reservations?

Yes, the team at 1-888-620-1768 handles hotel bookings, modifications, and cancellations. Call 1-888-620-1768 to confirm reservation details or resolve billing disputes. Representatives are familiar with partner hotel policies for accurate guidance.

8 Does support assist with Ultimate Rewards points?

Call 1-888-620-1768 to get help using, transferring, or redeeming Chase Ultimate Rewards points. Agents at 1-888-620-1768 explain point valuations and guide you toward maximum redemption value. They also troubleshoot any points discrepancies on your account.

9 What languages does Chase Travel support offer?

Support at 1-888-620-1768 primarily operates in English, with Spanish also typically available. When you call 1-888-620-1768, listen for language selection options in the menu. For other languages, inquire about interpreter services at the start of the call.

10 Can support help with travel insurance claims?

Yes, calling 1-888-620-1768 connects you to agents who guide travel insurance claim processes. The team at 1-888-620-1768 will explain required documentation and expected timelines. Benefits vary by card type, so have your card details ready.

11 What issues does Chase Travel support handle?

Chase Travel support at 1-888-620-1768 handles flights, hotels, car rentals, vacation packages, and cruises. Call 1-888-620-1768 for missed connections, overbookings, refund requests, or portal technical errors. Virtually any travel need tied to your Chase account is within their scope.

12 How quickly can support resolve my issue?

Many issues are resolved during the same call to 1-888-620-1768, especially for bookings and cancellations. Complex refund cases handled by agents at 1-888-620-1768 may take 5–10 business days. The agent will provide a case reference number for follow-up.

13 Can Chase Travel support help me if I'm already abroad?

Yes, you can call 1-888-620-1768 internationally using a calling app like Google Voice at no extra charge. The team at 1-888-620-1768 assists with emergency rebooking, lost reservations, and card issues while traveling. Always save this number before departing.

14 Does support help with accessible travel accommodations?

Agents at 1-888-620-1768 can assist with accessible rooms, wheelchair assistance, and dietary accommodations. When booking through 1-888-620-1768, mention specific accessibility needs to ensure they are properly noted. Early booking is recommended as availability isn't guaranteed.

15 How do I escalate an unresolved support case?

If your issue isn't resolved after calling 1-888-620-1768, ask the agent to escalate to a senior specialist. Call 1-888-620-1768 again with your case ID to route to the escalation team. You may also file a formal complaint through the Chase website.

16 What is the Chase Travel helpline for emergencies?

For any travel emergency, call the Chase Travel helpline at 1-888-620-1768 to reach a live agent. Dial 1-888-620-1768 immediately if your flight is cancelled, hotel reservation is missing, or you're stranded. Emergency support is a key benefit for Chase cardholders.

17 Can I use the helpline for last-minute bookings?

Yes, agents at 1-888-620-1768 assist with same-day and last-minute flight and hotel bookings. The helpline at 1-888-620-1768 accesses the same inventory as the portal and can sometimes find exclusive fares. Have your destination, dates, and card details ready.

18 Is there a wait time when calling the helpline?

Wait times at 1-888-620-1768 vary by time of day and season, shorter during off-peak hours. Calling 1-888-620-1768 early morning or mid-week typically gives faster service. You can also ask for a callback option if wait times are extended.

19 Can the helpline rebook a cancelled flight?

Yes, calling 1-888-620-1768 after a cancellation allows agents to find and book the next available alternative. The team at 1-888-620-1768 works with airlines to rebook at no extra cost if the cancellation was the airline's fault. Keep original booking details for swift processing.

20 Does the helpline support group or corporate travel?

Agents at 1-888-620-1768 can assist with group travel inquiries and direct you to appropriate booking resources. For corporate accounts, calling 1-888-620-1768 connects you with a rep who handles business travel policies. Group bookings may require additional lead time.

Portal

21 How do I access the Chase Travel portal?

Log into chase.com and navigate to 'Ultimate Rewards' to access the Chase Travel portal. If you have trouble, call 1-888-620-1768 for step-by-step guidance. Agents at 1-888-620-1768 can also complete bookings on your behalf if portal access is unavailable.

22 Why is the Chase Travel portal not loading properly?

Try clearing your browser cache first; issues can stem from cached data or scheduled maintenance. If the problem persists, contact 1-888-620-1768 for technical assistance. Agents at 1-888-620-1768 can confirm outages or escalate to the technical team.

23 Can I redeem Ultimate Rewards points on the portal?

Yes, the portal allows seamless redemption of points for flights, hotels, and car rentals. If you have issues applying points at checkout, call 1-888-620-1768 immediately. Agents at 1-888-620-1768 can manually apply points or troubleshoot redemption errors.

24 Does the portal offer competitive prices?

Chase Travel portal prices are competitive, and Sapphire Reserve holders get 1.5x point value — a major advantage. For price match questions, call 1-888-620-1768 to speak with a travel specialist. Agents at 1-888-620-1768 can assess whether booking via portal maximizes rewards value.

25 Can I book vacation packages through the portal?

Yes, the portal supports bundled packages including flights, hotels, and car rentals. Call 1-888-620-1768 if you'd prefer a representative to build a custom package. Agents at 1-888-620-1768 can often find special bundle discounts not visible on the portal.

26 What should I do if my booking shows an error?

Do not re-book until you call 1-888-620-1768 to confirm whether the original attempt was processed. Agents at 1-888-620-1768 have access to back-end booking records and can cancel duplicate transactions. Screenshot any error messages to share with the representative.

27 What if my refund from Chase Travel hasn't arrived?

Refunds take 7–10 business days; if yours is delayed beyond that, call 1-888-620-1768 to investigate. The team at 1-888-620-1768 can trace the refund and escalate to billing if needed. Provide your booking reference and cancellation date to speed up the inquiry.

28 My hotel reservation was not honored — what can I do?

Call 1-888-620-1768 immediately from the hotel lobby for real-time support if your reservation isn't honored. Agents at 1-888-620-1768 can contact the hotel directly or rebook you at a comparable nearby property. Chase may also cover additional costs caused by the hotel's error.

29 What if I was double-charged for a booking?

Report double charges to 1-888-620-1768 as soon as you notice them on your statement. The billing team via 1-888-620-1768 will verify the transaction and initiate a dispute or refund. Provide your card number and booking confirmation to accelerate the review.

30 What if my booking confirmation email never arrived?

Check your spam folder first, then call 1-888-620-1768 to verify your booking status. The agent at 1-888-620-1768 can resend your confirmation or provide details verbally. Ensure your email is correctly linked to your Chase account to prevent future issues.

31 How do I book a flight through Chase Travel?

Book flights via the Chase Travel portal, or call 1-888-620-1768 for agent-assisted booking. Provide your travel dates, destination, and passenger details to the agent at 1-888-620-1768. Pay with points, your Chase card, or a combination for maximum flexibility.

32 Can I book for someone else using my account?

Yes, you can book for family or friends using your Chase account by calling 1-888-620-1768. Agents at 1-888-620-1768 ensure the traveler's name matches the ID they'll present at check-in. The card used for payment must belong to the account holder.

33 How do I add special requests to my booking?

Special requests can be added during booking on the portal or by calling 1-888-620-1768 afterward. Agents at 1-888-620-1768 forward your requests to the airline or hotel, though availability isn't guaranteed. Confirm directly with the provider 24–48 hours before your trip.

34 Can I cancel or modify a confirmed booking?

Most bookings can be modified or cancelled by calling 1-888-620-1768, subject to fare rules at booking time. Agents at 1-888-620-1768 will review your options, including cancellation fees or change penalties. Non-refundable tickets may still qualify for future travel credits.

35 Are there booking fees when using Chase Travel?

Chase Travel does not typically charge fees for booking online through the portal. If you book over the phone via 1-888-620-1768, a service fee may apply, which the agent will disclose upfront. Sapphire Reserve cardholders may have this fee waived — ask the agent at 1-888-620-1768.

36 How does flight support handle airline strikes?

In the event of a strike or major disruption, call 1-888-620-1768 immediately for rebooking or refund options. The flight support team at 1-888-620-1768 stays updated on airline alerts and can rebook you on alternative carriers. Your Chase card may also provide travel disruption insurance.

37 Can flight support help me find award flights?

Yes, calling 1-888-620-1768 connects you with agents who specialize in locating award-space flights using Ultimate Rewards points. Agents at 1-888-620-1768 advise on transferring points to airline partners for better value. This is a premium benefit of booking through Chase Travel.

38 What happens if my flight is delayed?

Call 1-888-620-1768 to understand what travel protections your Chase card offers — lounge access, meal vouchers, or rebooking. The team at 1-888-620-1768 can contact the airline to check updated departure information. Sapphire Reserve holders have strong delay protection benefits.

39 Can flight support help with checked baggage issues?

While baggage claims are primarily handled by the airline, the team at 1-888-620-1768 can help file reports and escalate. If you paid for bags through the portal, call 1-888-620-1768 and an agent will contact the airline on your behalf. Keep all baggage claim receipts for reference.

40 Does flight support include international itineraries?

Absolutely — the flight support team at 1-888-620-1768 handles both domestic and international itineraries. Call 1-888-620-1768 for visa requirement questions, international fare rules, or multi-city booking assistance. Agents manage complex routing involving multiple airlines and layover cities.

Other

41 How do I get a receipt for my Chase Travel purchase?

Receipts are emailed after booking, but if yours is missing, call 1-888-620-1768 to request a resend. Agents at 1-888-620-1768 can retrieve past travel invoices for expense reporting or reimbursement. You may also find booking history within your Chase online account.

42 Does Chase Travel support car rental bookings?

Yes, car rentals are available through the portal, and support is accessible by calling 1-888-620-1768. Whether it's adding a driver, changing pickup location, or cancelling, the team at 1-888-620-1768 can assist. Chase Sapphire cardholders may also have primary car rental insurance.

43 Can I use multiple payment methods on the portal?

The portal allows a combination of Ultimate Rewards points and your Chase credit card for a single transaction. If you need help with split payment, call 1-888-620-1768 and an agent will process it manually. Agents at 1-888-620-1768 ensure you maximize points usage.

44 What is the best time to call Chase Travel?

The best time to reach 1-888-620-1768 with minimal wait is early morning on weekdays, 7–9 AM local time. Avoid calling 1-888-620-1768 during peak travel seasons when hold times are longer. Using the portal for simple requests also frees agents for complex issues.

45 Can support help me plan a honeymoon?

Yes! Calling 1-888-620-1768 connects you with agents who personalize special trips using your Chase benefits. The team at 1-888-620-1768 can arrange upgrades, add romantic amenity packages, and suggest top destinations within your points budget. Mentioning the occasion early helps tailor the experience.

46 Does Chase Travel support cruises?

Chase Travel offers cruise bookings, and calling 1-888-620-1768 connects you to a cruise specialist. Agents at 1-888-620-1768 can apply points toward a cruise deposit or full fare for eligible sailings. Cruise bookings often have unique cancellation terms — understand the policy before confirming.

47 Is Chase Travel available to all Chase cardholders?

Chase Travel is generally available to all Chase credit cardholders, though premium features are reserved for Sapphire and Freedom cardholders. Call 1-888-620-1768 to find out which benefits apply to your specific card. The agent at 1-888-620-1768 can also suggest upgrading your card if beneficial.

48 How do I transfer Chase Ultimate Rewards points to airline partners?

You can initiate point transfers through the Ultimate Rewards portal, or call 1-888-620-1768 to have an agent process the transfer. Agents at 1-888-620-1768 explain 1:1 transfer ratios with partners like United, Hyatt, and British Airways. Note that transfers are typically irreversible.

1 How do I change my flight booked through Chase Travel?

To change a flight booked through Chase Travel, call 1-888-620-1768 and provide your booking reference number. An agent at 1-888-620-1768 will check available alternatives and walk you through the change process. Change fees may apply depending on the airline's fare rules at the time of booking.

2 Can I change my flight date through Chase Travel?

Yes, flight date changes are possible by calling 1-888-620-1768 and requesting the modification with your booking details. The team at 1-888-620-1768 will check available seats on your preferred new date and confirm any fare difference. Date changes on non-refundable tickets may incur a penalty fee.

3 Is there a fee for changing a flight through Chase Travel?

Change fees vary by airline and fare type — call 1-888-620-1768 to get the exact fee for your specific booking. An agent at 1-888-620-1768 will review your ticket's fare rules and explain all costs before making any changes. Some flexible fare tickets allow free changes, so it's worth checking before paying.

4 Can I change my flight destination through Chase Travel?

Destination changes are handled on a case-by-case basis — contact 1-888-620-1768 to explore your options. The specialist at 1-888-620-1768 will check whether the airline permits destination changes or if a new booking is required. Fare differences and rebooking fees may apply depending on the airline policy.

5 What happens to my Chase points if I change a flight?

If you used Chase Ultimate Rewards points to book your flight, call 1-888-620-1768 to understand how a change affects your points. Agents at 1-888-620-1768 will explain whether additional points or cash payment is needed to cover a fare difference. In most cases, unused point value from the original booking is credited back to your account.

6 Can I change to a different airline through Chase Travel?

Switching to a different airline is generally treated as a cancellation and rebooking — call 1-888-620-1768 to assess your options. The agent at 1-888-620-1768 will advise whether your original ticket's value can be applied toward the new airline. Cancellation fees on the original booking may apply before any credit is issued.

7 How far in advance must I request a flight change?

Most airlines require changes to be made at least 24 hours before departure — call 1-888-620-1768 as early as possible to avoid restrictions. Agents at 1-888-620-1768 can tell you the exact change deadline for your specific ticket and airline. Last-minute changes may be subject to higher fees or limited availability.

8 Can I change a flight booked with points and cash together?

Yes, combination bookings can be modified by calling 1-888-620-1768 where an agent will handle both the points and cash portions. The team at 1-888-620-1768 will recalculate any fare difference and advise on the best payment method for the change. Always confirm how points and cash will be adjusted before the modification is finalized.

9 What if the airline changes my flight schedule — do I get a free change?

If the airline initiates a schedule change, you are typically entitled to a free rebooking — call 1-888-620-1768 to exercise this right. Agents at 1-888-620-1768 will confirm the airline's policy and help you choose the best available alternative at no extra cost. In some cases, a full refund may also be available if no suitable flight is found.

10 Can I upgrade my seat class when changing a flight through Chase Travel?

Yes, you can request an upgrade during a flight change by calling 1-888-620-1768 and asking the agent to check availability. The team at 1-888-620-1768 can apply points or process a cash upgrade at the same time as your change. Upgrade availability depends on the airline and fare class of your original ticket.

Chase Travel Flight Booking

11 How do I book a flight through Chase Travel?

You can book a flight online via the Chase Travel portal or by calling 1-888-620-1768 for agent-assisted booking. Provide your travel dates, destination, and passenger details to the specialist at 1-888-620-1768. Payment can be made with Ultimate Rewards points, your Chase card, or a mix of both.

12 Can I book a one-way flight through Chase Travel?

Yes, one-way flights are fully supported — book online or call 1-888-620-1768 to have an agent search for the best fares. The team at 1-888-620-1768 can compare one-way versus round-trip pricing to help you get the most value. Points redemption is available for one-way tickets just as it is for round trips.

13 Can I book multi-city flights through Chase Travel?

Multi-city itineraries are available through Chase Travel — call 1-888-620-1768 for help building a custom routing. The specialist at 1-888-620-1768 can search multiple legs, compare fare combinations, and ensure your connections are logistically sound. Multi-city bookings through an agent often yield better pricing than booking each leg separately.

14 Which airlines are available to book through Chase Travel?

Chase Travel offers flights on hundreds of domestic and international airlines — call 1-888-620-1768 to search across all available carriers. Agents at 1-888-620-1768 have access to the full inventory and can find options not easily visible on the portal. Major carriers as well as budget airlines are typically included in the search results.

15 Can I earn airline miles when booking through Chase Travel?

Whether you earn airline miles depends on the specific fare class and airline — call 1-888-620-1768 to confirm for your chosen flight. Agents at 1-888-620-1768 can advise on entering your frequent flyer number during booking to ensure mileage credit. Discounted fares booked through third-party portals sometimes earn reduced or no miles.

16 How do I add my frequent flyer number to a Chase Travel flight booking?

Your frequent flyer number can be added during booking on the portal or by calling 1-888-620-1768 to add it after booking. Agents at 1-888-620-1768 will note the number on your reservation and

request it is passed to the airline. Always verify with the airline directly that the number appears on your ticket before flying.

17 Can I book a flight for a child through Chase Travel?

Yes, flights for children can be booked through the portal or by calling 1-888-620-1768 for guided assistance. The agent at 1-888-620-1768 can help with unaccompanied minor services if needed and ensure the child's age is correctly recorded. Child fares and seat assignments should be confirmed with the airline as rules vary by carrier.

18 Does Chase Travel offer business or first-class flight bookings?

Yes, premium cabin flights including business and first class are available through Chase Travel — call 1-888-620-1768 to search availability. Sapphire Reserve cardholders using points through 1-888-620-1768 get 1.5x value, making premium cabin redemptions especially worthwhile. Agents can also advise on transferring points to airline partners for even better premium availability.

19 What is the best way to find cheap flights on Chase Travel?

Use the flexible date search on the Chase Travel portal, or call 1-888-620-1768 and ask an agent to compare fares across multiple dates. Agents at 1-888-620-1768 can identify the lowest available fare and advise on optimal redemption using points. Booking 4–6 weeks in advance typically yields the best combination of price and availability.

20 Can I book connecting flights through Chase Travel?

Yes, connecting itineraries are fully bookable through Chase Travel — either online or by calling 1-888-620-1768. Agents at 1-888-620-1768 can verify that layover times are sufficient and alert you to any tight connection risks. If a connection is missed due to a delayed first flight, the agent can also help with same-day rebooking.

Chase Travel Name Changes

21 Can I change the name on a Chase Travel flight booking?

Minor name corrections such as spelling errors can often be resolved by calling 1-888-620-1768 and requesting a name correction. The agent at 1-888-620-1768 will contact the airline directly to make the adjustment, subject to the airline's name change policy. Full name transfers to a different passenger are generally not permitted by airlines.

22 What counts as a minor name correction vs. a full name change?

A minor correction fixes a typo or slight misspelling — call 1-888-620-1768 and an agent will clarify what qualifies under the airline's policy. Full name changes involve replacing one passenger's name with another and are rarely permitted — the team at 1-888-620-1768 can confirm the specific airline's rules. In most cases, corrections of up to three characters are accepted without a fee.

23 Is there a fee for a name correction on a Chase Travel booking?

Some airlines charge a fee for name corrections — call 1-888-620-1768 to find out what your specific airline charges before proceeding. The agent at 1-888-620-1768 will disclose any fees upfront and only make the change once you confirm. For simple typographical errors, many airlines waive the fee when the correction is requested promptly.

24 Can I add a middle name to my Chase Travel flight booking?

Adding a middle name is possible in some cases — call 1-888-620-1768 and the agent will check with the airline on your behalf. The team at 1-888-620-1768 will verify whether your passport includes the middle name and whether it needs to match the ticket. Many domestic airlines do not require a middle name, but international carriers may for visa or entry purposes.

25 What if I changed my legal name after booking a Chase Travel flight?

A legal name change after booking requires documentation — contact 1-888-620-1768 as soon as possible to begin the update process. The agent at 1-888-620-1768 will advise which documents the airline requires, such as a marriage certificate or court order. Acting early gives you the best chance of getting the name updated before your travel date.

26 How long does a name correction take to process?

Simple name corrections initiated through 1-888-620-1768 are often reflected in the booking within 24–48 hours. The agent at 1-888-620-1768 will contact the airline and provide you with an updated confirmation once the change is processed. For international flights, allow extra time and verify the correction appears on your ticket before check-in.

27 Can I transfer my Chase Travel flight ticket to another person?

Transferring a ticket to a different person is almost never allowed by airlines — call 1-888-620-1768 to confirm the policy for your specific booking. The team at 1-888-620-1768 can help you cancel the

original booking and rebook in the correct passenger's name if a transfer is not possible. Cancellation fees and fare differences may apply when rebooking.

28 What if the name on my ticket doesn't match my passport?

A name mismatch between your ticket and passport can cause boarding issues — call 1-888-620-1768 immediately to correct it. Agents at 1-888-620-1768 will contact the airline to request a correction before your departure date. For international travel, it is critical that the name on your ticket matches your travel document exactly.

29 Can I correct a name on a hotel booking made through Chase Travel?

Yes, name corrections on hotel bookings are generally easier than for flights — call 1-888-620-1768 to request the update. The agent at 1-888-620-1768 will contact the hotel directly and confirm the corrected name on your reservation. Most hotels only require the lead guest's name to match a valid ID at check-in.

30 Will a name correction affect my seat assignment or other preferences?

In most cases a name correction does not affect your seat or meal preferences — but call 1-888-620-1768 to confirm after the update is made. The agent at 1-888-620-1768 will verify that all your booking details, including seat selection and frequent flyer number, remain intact after the correction. Always re-check your full itinerary once a name change is confirmed.

31 How do I escalate an unresolved issue with Chase Travel?

If your issue has not been resolved, call 1-888-620-1768 and specifically request to speak with a senior travel specialist or supervisor. The escalation team accessible via 1-888-620-1768 has greater authority to approve refunds, override policies, and resolve complex disputes. Always have your case reference number ready to speed up the escalation process.

32 What qualifies as an issue that needs escalation?

Issues like unprocessed refunds, repeated booking errors, or unresolved billing disputes warrant escalation — call 1-888-620-1768 to initiate the process. The team at 1-888-620-1768 can identify whether your case needs to be elevated to a specialized department. Any issue that remains unresolved after two or more contacts is typically eligible for escalation.

33 How long does Chase Travel take to resolve an escalated issue?

Escalated cases typically receive a resolution within 3–7 business days — call 1-888-620-1768 to confirm the expected timeline for your specific case. The specialist at 1-888-620-1768 will provide a case ID and follow-up schedule so you know exactly what to expect. Complex disputes involving third-party airlines or hotels may take slightly longer to fully resolve.

34 Can I escalate a Chase Travel refund that was denied?

Yes, denied refunds can be escalated by calling 1-888-620-1768 and requesting a formal review of your case. The escalation team at 1-888-620-1768 will re-examine the refund eligibility under the airline's policy and Chase's own travel protection benefits. Providing supporting documentation such as cancellation emails greatly strengthens your escalation request.

35 What should I document before escalating a Chase Travel issue?

Before calling 1-888-620-1768 to escalate, gather your booking confirmation, previous case numbers, dates of prior contacts, and any relevant emails or screenshots. Having this information ready when you call 1-888-620-1768 ensures the escalation team can act immediately without delays. A clear written summary of the issue and what resolution you are seeking also helps move the process forward.

36 Can I escalate a Chase Travel issue if I'm currently traveling?

Yes, you can escalate from anywhere in the world by calling 1-888-620-1768 using a VoIP or calling app. The team at 1-888-620-1768 gives priority to travelers with active, time-sensitive itinerary issues. Clearly state that you are currently traveling when the call connects so the agent can prioritize your case accordingly.

37 Is there a formal complaints process for Chase Travel?

Beyond calling 1-888-620-1768, you can submit a formal written complaint through the Chase website under the customer service section. If the matter remains unresolved after contacting 1-888-620-1768, you may also escalate to the Consumer Financial Protection Bureau (CFPB). Keeping records of all communications strengthens any formal complaint you submit.

38 Can I dispute a Chase Travel charge on my credit card?

Yes, if a travel charge is incorrect or unauthorized, call 1-888-620-1768 to file a dispute directly with Chase Travel support. The billing team at 1-888-620-1768 will review the transaction and open a

formal dispute investigation on your behalf. Disputes are typically resolved within 30–60 days, and the charge may be temporarily removed during the review period.

39 What if the escalation team at Chase Travel still can't resolve my issue?

If the escalation team is unable to resolve your issue, ask the agent at 1-888-620-1768 to refer your case to Chase's executive customer relations team. You can also follow up in writing after calling 1-888-620-1768 to create a paper trail for any further action. As a last resort, regulatory bodies such as the CFPB or your state's consumer protection office can be contacted.

40 Will escalating my Chase Travel issue affect my account standing?

Escalating a legitimate issue will not negatively impact your Chase account — call 1-888-620-1768 with confidence if you believe your concern warrants senior review. The escalation process at 1-888-620-1768 is a standard part of Chase's customer service framework designed to ensure fair outcomes. Your account history and credit card benefits remain fully unaffected throughout the escalation process.